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OPERATING POLICIES

Gateway Psychology Operating Policies are statements on the way Gateway Psychology Ltd will operate within the Business System. They signal the values and philosophy of our Company and provide a framework of general principles for all employees, Associates and colleagues to follow.

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SIGNATORIES (signed electronically)

M.A. Forse

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Dr M.A. Forse – Managing and Clinical Director

03/08/2026

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1.0 SCOPE OF POLICY

This policy applies to all workers (this includes Employees, Contracted Associates, agency workers and service contractors) of Gateway Psychology Ltd.

2.0 WHY WE NEED A POLICY

This document sets out the Environmental Policy of Gateway Psychology Ltd.

Its purpose is to:

- Ensure that there is a clear written statement of the environmental aims and objectives of the organisation.
- Identifies areas of environmental impacts
- Identifies areas where waste can be reduced
- Commits to a continual improvement approach to reducing environmental impact

3.0 KEY MANAGEMENT RESPONSIBILITIES

- 3.1 Understand current and new policies, and the role of management with respect to them.
- 3.2 Ensure that all employees, Associates and contractors understand current and new policies through communication and familiarisation, and behave in accordance with them.
- 3.3 Actively work to ensure that Gateway Psychology Ltd. Policies are maintained and developed, through reviewing their own policies and processes and receiving and monitoring feedback information.
- 3.4 Monitor the policy locally and eradicate any non-conformances that may be identified.
- 3.5 Agree and contribute to the development of new policies and processes where applicable, and when agreed, commit to implement those policies and processes.
- 3.5 Gateway Psychology Ltd Managers are responsible for the continual monitoring and improvement of Policies and Processes for which they have responsibility. This Policy will be reviewed at least annually. The review will consider progress against Gateway Psychology's environmental objectives and identify opportunities for continual improvement.
- 3.6 Ensure that any concerns raised with Policies or Processes are directed to the manager within the relevant function.

4.0 DETAILS OF THE POLICY

- 4.1 Gateway Psychology Ltd recognises the importance of protecting the environment and supporting the transition to a low-carbon economy. We are committed to continual improvement in our environmental performance, reducing greenhouse gas emissions where reasonably practicable, minimising adverse environmental impacts, and operating in a sustainable and socially responsible manner.
- 4.2 We demonstrate our commitment by:

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- Reviewing and understanding the range of environmental impacts arising from our activities.
- Working towards achieving Net Zero greenhouse gas emissions by 2050, or sooner where reasonably practicable.
- Periodically reviewing our organisational carbon footprint to understand our environmental impact and identify opportunities for improvement.
- Prioritising carbon reduction measures before considering carbon offsetting for any unavoidable residual emissions.
- Utilising renewable or carbon-neutral energy providers where reasonably practicable.
- Prioritising carbon reduction before considering carbon offsetting and investigating suitable offsetting schemes for unavoidable emissions.
- Encouraging the use of electric vehicles and, where feasible, providing workplace EV charging infrastructure.
- Investing in energy-efficient technologies where reasonably practicable, including the use of air source heat pumps at our main office, and considering further low-carbon energy improvements as opportunities arise.
- Ensuring that we comply with and, where possible and practical, exceed all applicable UK, European and international environmental legislation.
- Setting environmental objectives and targets for our most significant impacts and defining the means of achieving them to improve our environmental management and performance.
- Reducing energy and resource consumption by implementing effective and efficient reduction methods consistent with best practice.
- Influencing and managing our suppliers and contractors to ensure that goods procured, and services undertaken comply with our environmental policy.
- Reducing business travel through the use of secure video consultations and remote meetings where clinically appropriate, whilst recognising that face-to-face services remain essential for many children, young people and families.
- Minimising the use of toxic and environmentally damaging materials and preventing the release of pollutants. Decontaminate and clean up any spillages.
- Apply appropriate infection prevention and control measures where required.
- Minimising the generation of waste and implementing recycling initiatives.
- Ensuring that the policy is understood, implemented and maintained at all levels within the organisation and is supported by suitable education and training.
- Reviewing our environmental objectives annually and communicating our environmental commitments to staff, clients and stakeholders where appropriate.
- Periodically reviewing the policy to take account of changes in organisation, legislation, government targets or other internal and external factors

4.3 'Greening' our offices

'Greening' our offices makes good business sense. Simply put, the less we use or waste, the less we pay.

'Greening' our office involves:

- Reducing resources consumed/waste produced.

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- Reducing the amount of water and energy consumed and pollution produced.
- Buying goods and services which minimise environmental impacts.
- Increasing the amount of waste we recycle or re-use.
- Promoting the efficient use of transport for commuting and business travel.

4.4 Environmental Impacts

a) Waste

- Waste materials and natural resources (e.g. paper generated by over-ordering of publications and other printed items)
- Additional processing
- Unnecessary travel and transport
- Waste water
- Waste disposal
- Excessive use of energy and water

Reducing waste

- Reducing waste at source is the best and most effective method of reducing costs and preventing pollution
- Eliminate waste before it is created by only buying what we need
- Re-use - where possible, find alternative uses for goods, equipment and furniture, or use durable rather than disposable items.
- Recycle: recycling waste produced including paper and cardboard, glass, toner and printer cartridges, computer equipment and furniture.
- Measure it, then manage it - we carry out waste audits on an ad-hoc basis to help identify areas where most waste is produced and what types of waste are being generated. The audit provides ideas on how to tackle the problem.
- Paper is perhaps the most obvious area within which we can reduce waste in the office. We will endeavour to –
- Always use both sides of paper.
- Use designated containers to collect part-used waste paper.
- Shred confidential material and use as packing material in the office or send for recycling.
- Send all other used paper for recycling where possible.
- Reduce the circulation of printed documents by using email wherever possible, or attaching a circulation list to single copies.
- Utilise electronic forms, clinical records, digital documentation and electronic signatures wherever possible.
- Use a central stationery facility in order to avoid duplication of orders.

b) Energy

- Office equipment is the fastest growing user of energy in the business world.

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- Electricity consumption by office equipment represents a significant proportion of the total electrical energy used in offices, and places a significant cost on the organisation as well as on the environment.
- Heating/cooling and lighting accounts for the rest of the electrical energy used in most offices, but simple steps can dramatically reduce the amount of energy used.
- Gateway Psychology will endeavour to minimise energy consumption in the following ways:

Reducing energy consumption

- Heating and cooling- Reduce office heating temperature where possible and appropriate.
- Make sure that heating systems are switched off or reduced outside working hours, use “smart” heating controllers.
- Turn down thermostats instead of opening windows.
- Maintain heating and cooling equipment properly.
- Ensure that lights and other equipment are switched off when rooms are not in use.
- IT equipment - ensure all users switch off office equipment when not in use, i.e. photocopier switched off overnight, computer monitors should be switched off overnight (or alternatively, ensure that they utilise “sleep-modes”).
- If PCs are left on all day, switch off the monitor when away from desks for long periods of time.
- When replacing IT equipment, preference will be given to energy-efficient devices where this is operationally and financially appropriate.
- Lighting - Make the most of natural light by keeping windows clean and free of obstructions.
- Run banks of lighting units with reduced numbers of bulbs.
- Swap bulbs to low energy versions (esp. LED bulbs) where possible.

c) Water

- Avoid washing crockery and cutlery under running taps.
- Avoid office plants that require excessive watering.
- Install low water consumption toilets when they are replaced.
- Install automatic switched taps in bathrooms when they are replaced.

4.5 Procurement policy

In general, when procuring goods and services for the office, we aim to follow the principles below:

- When purchasing or replacing office equipment such as printers, photocopiers and other IT equipment, choose duplex models that will automatically print on both sides of the paper at sufficiently fast speeds.
- Ensure that all machines have the capacity to handle recycled paper.

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- Choose models which have low energy use and an energy saving facility.
- Where practical, consider environmental performance and sustainability alongside quality, value for money and operational requirements when procuring goods and services.
- Use recycled and /or chlorine free paper where possible.
- Where practical, procure goods and services from suppliers who demonstrate responsible environmental practices.
- Asking suppliers to provide evidence their rating of recycled paper to show the origin of the waste.

4.6 Recycling Policy

Up to seventy per cent of office waste is recyclable. It is Gateway Psychology's policy to recycle the following:

- Plastic bottles & cans
- Paper
- Cardboard
- Glass
- Ink / toner cartridges
- PCs and PC peripheral's

[At the time of writing, Gateway Psychology utilises Stoke on Trent's Trade Waste service, which recycles at the sorting facility, not at source]

4.7 Transport Policy

Vehicle exhaust emissions are a major source of air pollution worldwide. We aim to reduce our vehicle emission and fuel consumption by the following.

- Deliver services remotely where clinically appropriate to reduce unnecessary travel.
- Encourage hybrid and flexible working where operationally appropriate.
- Use secure video conferencing for meetings wherever suitable.
- Encourage the use of public transport, walking, cycling and car sharing where practical.
- Consider lower-emission vehicles when replacing business vehicles.
- Plan ahead – choose uncongested routes, combine trips and car share if possible.
- Cold starts – drive off as soon as possible after starting.
- Drive smoothly and efficiently – harsh acceleration and heavy braking have a very significant effect on fuel consumption.
- Slow down – driving at high speeds significantly increases fuel consumption.
- Use higher gears, as soon as traffic conditions allow.
- Switch off – sitting stationary is zero miles per gallon – switch off the engine whenever it is safe to do so; buy cars with "stop-start" technology.

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- Don't carry unnecessary weight in the car.
- Regular servicing helps to keep the engine at best efficiency.
- Make sure that tyres are inflated to the correct pressure for the vehicle
- Use air-conditioning sparingly – running air-conditioning continuously will increase fuel consumption.
- Promote the use of electric vehicles

4.8 Environmental Objectives

Gateway Psychology will seek to:

- continually improve environmental performance;
- reduce unnecessary business travel;
- reduce energy consumption where reasonably practicable;
- minimise waste and increase recycling;
- promote environmental awareness amongst employees and associates;
- support sustainable procurement; and
- review environmental objectives annually.

4.9 Carbon Reduction

Gateway Psychology recognises that the majority of its environmental impact arises from office energy use, business travel, staff commuting, digital infrastructure and procurement. We will seek to reduce these impacts through annual review of our environmental performance, setting practical environmental objectives, monitoring progress, and implementing carbon reduction measures that are proportionate to the size and nature of the organisation. Carbon offsetting may be considered only for residual emissions that cannot reasonably be avoided.

5.0 CROSS REFERENCES WITH OTHER POLICIES

GP-POL-001 Complaints
GP-POP-002 Equality, Diversity and Equal Opportunity
GP-POL-003 Safeguarding Children
GP-POL-004 Health and Safety
GP-POL-005 Employment of Staff
GP-POL-006 Data Protection
GP-POL-007 Statement of Purpose
GP-POL-008 Record Keeping

CHANGE HISTORY		
Details of Change	Date of Change	Issue Level
Draft issue	15/9/2014	0
Initial Issue	22/9/2014	1
Annual review – no changes made	13/05/2015	2
Annual review – no changes made	24/06/2016	3
Annual review – no changes made	02/07/2017	4
Annual review – no changes made	21/03/2018	5
Annual review – minor changes made to para 4.6	31/07/2019	6
Annual review – minor changes made to para 4.7	30/9/2021	7
Annual review – no changes made	16/05/2022	8
Annual review – minor changes made to para 4.4	08/08/2023	9
Annual review – no changes made	14/6/2024	9
Annual review – minor update to sect 4.2	23/4/2025	10
Annual review – updated to strengthen sustainability commitments, introduce Net Zero commitment and modernise policy	03/08/2026	11